

UNITED STATES PATENT AND TRADEMARK OFFICE  
**CERTIFICATE OF CORRECTION**

PATENT NO. : 7,287,191 B2  
APPLICATION NO. : 10/799091  
DATED : October 23, 2007  
INVENTOR(S) : Gadangi et al.

Page 1 of 1

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Column 6:

Claim 23, line 34, please delete “.” and insert --;

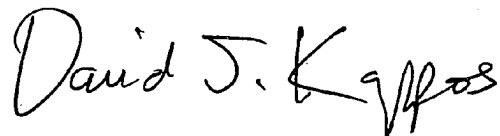
(a) maintaining information concerning the program failures at a customer's computer; and

(b) transmitting the information to a vendor's computer;

(c) wherein the information is used to measure the mean time between the program failures at the customer's computer, by maintaining a running count of the program failures and computing the mean time between program failures by dividing a time elapsed between first and last error reports received by the vendor by an increase in the running count during the time elapsed.--

Signed and Sealed this

Twelfth Day of October, 2010

A handwritten signature in black ink that reads "David J. Kappos". The signature is written in a cursive, flowing style with a large, stylized 'D' and 'K'.

David J. Kappos  
*Director of the United States Patent and Trademark Office*